



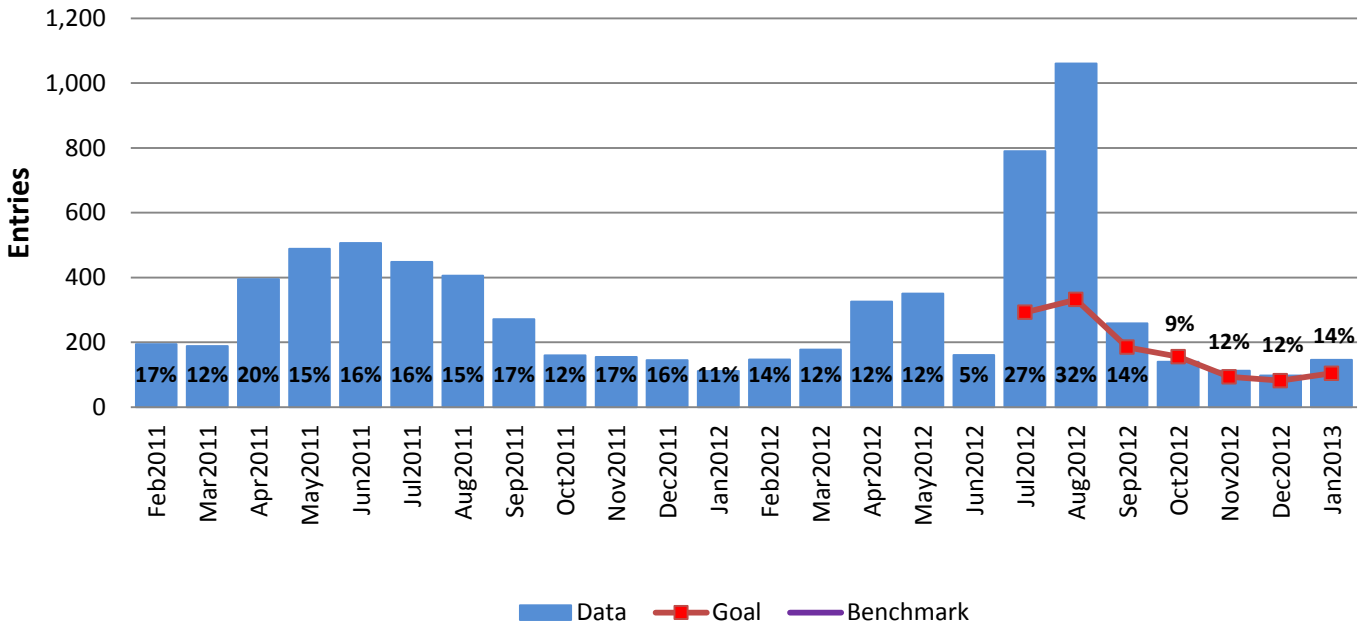
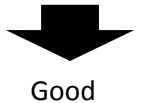
MetroCall 311 Entries Not Resolved

Codes and Regulations

3/7/2013

Measurement Method		Why measure?		What is our goal?		
The number of work requests driven by citizen inquiry through MetroCall 311 that are not resolved within 15 days		To see how well Codes and Regulations is meeting citizen needs		Reduce entries not resolved to no more than 10% of total calls for FY13 Total Opportunities FY13: 12,420 Entries Not Resolved FY13: 2,603		
How are we doing?					Feb2012-Jan2013	Jan2013
Feb2011-Jan2012 Monthly Average	Feb2011-Jan2012 12 Month Total	Feb2012-Jan2013 Monthly Average	Feb2012-Jan2013 12 Month Total	Jan2013		
289	3,466	314	3,763	145		
Entries	Entries	Entries	Entries	Entries		
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data					Performance Stoplight Key	
					Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

MetroCall 311 Entries Not Resolved



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